



Updated InfoPass Services at the Atlanta Field Office

Appointments

You must have an InfoPass appointment to speak with an officer. To schedule an appointment:

- Visit www.uscis.gov and select the link “Make An Appointment” on the homepage; or
- Go directly to the myUSCIS webpage: <https://my.uscis.gov/appointment>; or
- Visit this office and schedule an appointment at the InfoPass kiosk.

Applicants without Appointments (emergent and emergency situations)

USCIS may accommodate applicants, on a case-by-case basis, with an urgent need for service without an appointment in the following situations:

- Severe financial loss to company or person;
- Emergency situations (*are situations calling for prompt action*);
- Emergent situations (*are situations arising unexpectedly*);
- Humanitarian reasons;
- Nonprofit organization whose request is in furtherance of the cultural and social interests of the United States;
- Department of Defense or National Interest Situation (Note: The request must come from an official U.S. Government entity and state that delay will be detrimental to the Government.);
- USCIS error; or
- Compelling interest of USCIS

A situation that arises due to insufficient planning (i.e. driver’s license expiring) does not meet the emergent criteria.

Documentary evidence is required to support all emergent and emergency requests.

Case Status Inquiries

If you have a question about the status of your case:

- Call our National Customer Service Center at 1-800-375-5283; or
- Visit <https://egov.uscis.gov/casestatus/landing.do>; or
- Submit an inquiry online by visiting <https://egov.uscis.gov/e-request/Intro.do>